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ABSTRACT

A study was conducted at Illinois' William Rainey Harper College (WRHC) to assess the current employment experiences of students who had been enrolled in the college's Executive Secretarial Program. The study population consisted of all 232 students who completed SEC-237 (Secretarial Seminar and Internship) between fall 1976 and spring 1986, and who majored in the Executive Secretarial Program. Study findings, based on a 57% response rate, included the following: (1) more than 77% of the former Executive Secretarial Program students were employed full-time, at an average salary of $19,800; (2) among those employed, only 5% had left the secretarial field; (3) most former students were working in large offices (over 20 persons) and in large companies (more than 500 employees); (4) 35% of the former students felt that they had been well prepared at WRHC, but that their skills were not fully utilized on the job; (5) only 5% felt they were underprepared for their jobs; (6) the most frequently used types of equipment were copy machines, calculating machines, electric typewriters, and personal computers; and (7) language skills and typing were rated the most valuable basic skills used on the job, though on-the-job training and instruction in office etiquette, oral communication skills, and word processing packages were also considered of high value. The bulk of the study report contains detailed results. The survey instrument is appended. (EJV)

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Office of Planning and Research

William Rainey Harper College

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Follow-Up Study of Former Students of the Executive Secretarial Program

Volume XVI, No. 2
August 31, 1987

Mary Ann Jirak, Coordinator
Executive Secretarial Program
John A. Lucas, Director
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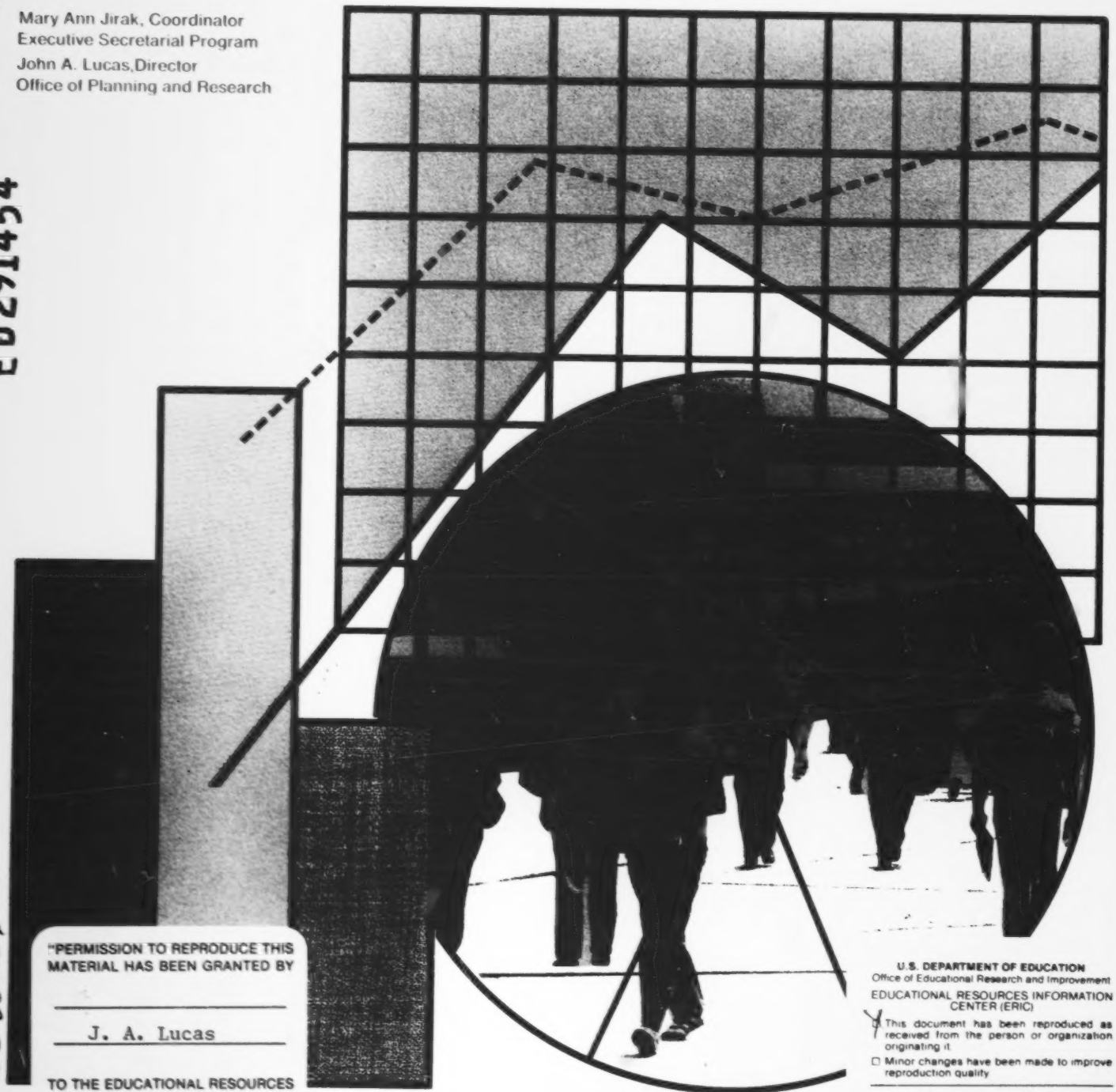

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TABLE OF CONTENTS

		Page
I.	Purpose	1
II.	Methodology and Population Surveyed	1
III.	Discussion of Results	1
IV.	Detailed Results of Executive Secretarial Follow-up Study	
	A. Current Situation	2
	B. Full-Time Salary Range	2
	C. Situation of Those Unemployed by Choice	2
	D. Job Titles of Those Employed	3
	E. Work Settings	4
	F. Company Participation in the Secretarial Internship	4
	G. Students as Guest Speakers in Secretarial Classes	4
	H. Relationship Between Preparation and Job Requirements	5
	I. Ways Students are Under Utilized on Present Job	5-6
	J. Areas of Under Preparation	6
	K. Other Comments	6
	L. Equipment Used on Present Job - Specific Types Used	7-8
	M. Software Used on Present Job - Specific Software	8
	N. Value of Basic Office Skills On The Job	9
	O. Comments on Typing	9
	P. Comments on Shorthand	10
	Q. Comments on IBM-PC	10
	R. Word Processing Packages Comments	11
	S. Spread Sheet Package Comments	11
	T. Data Base Package Comments	11
	U. Dedicated Word Processor Comments	12
	V. Language Skill Comments - Spelling, Punctuation, Grammar	12
	W. Machine Transcription Comments	13
	X. Calculating Machine Operation Comments	13
	Y. Correspondence Skill Comments	13
	Z. Accounting Comments	14
	AA. Computer Concept Comments	14
	BB. Oral Communication Skills Comments	14
	CC. Word Processing Concept Comments	14
	DD. Records Management, On-The-Job Training Comments	15
	EE. Office Procedures, Office Etiquette Comments	15
	FF. Business Structure and Other Skills Comments	16
	GG. Continued Training - Education and Certification	16
	HH. Further Education Training	17-19
	II. Degree/Certificate Received Since Completing Program	19
	JJ. College or Institutions Attended Since Completion	19-20
	KK. Professional Organizations	20
	LL. Professional Certifications Attained/Pursuing	20
	MM. Other Comments About Administrative Secretary Program	20-29
V.	Appendix	
	Job Titles - Places of Employment	
	Survey Instrument with Cover Letter	

PURPOSE

The purpose of this study was to follow former students who were enrolled in the Executive Secretarial Program at Harper College. This follow-up study was to gather data to provide information for prospective students, to help evaluate the present program and to identify alumni resources for the program. The study was requested by the Coordinator of the Executive Secretarial Program, Mary Ann Jirak.

METHODOLOGY AND POPULATION SURVEYED

The follow-up survey instrument shown in the appendix was designed jointly by the Office of Planning and Research and the Coordinator of the Executive Secretarial Program. The target population consisted of all 232 students who completed SEC-237 (Secretarial Seminar and Internship) from the fall of 1976 to the spring of 1986 and who majored in the Executive Secretarial Program. After two mailings and a round of prompting telephone calls, 133 former students returned a completed survey for a response rate of 57 percent.

DISCUSSION OF RESULTS

More than 77 percent of the former students in the Executive Secretarial Program were employed full time which is a higher percentage than for all career alumni as measured in the survey of the 1984 class. The average salary of these former executive secretarial students is $19,800 which is also higher than for all career alumni. Among those employed, 48 percent were in positions above the Secretary II Level, one third were in positions at the Secretary Level, 14 percent were in positions below the Secretary Level and only 5 percent had left the field.

Most former students in the Executive Secretarial Program work in large offices (over 20 persons) and in large companies (more than 500 employees). Only 5 percent work in one-person offices, and only 4 percent work in small businesses with less than 10 employees.

Thirty-four of these former students indicated their company would be willing, for the first time, to participate in the secretarial internship program. Another 29 former students indicated they personally would be willing to serve as a guest speaker in secretarial classes.

Some 35 percent of the former students in the Executive Secretarial Program said they were well prepared but their skills were not fully utilized on the job. Most of the under-utilization occurred with the lack of using shorthand. Only 5 percent felt they were under-prepared for their jobs.

A great many types of equipment were reported being used. Besides the eight types of equipment listed in the question, 110 former students listed 68 other types of equipment they used on their jobs. There were similar results on use of software. Lotus 1-2-3 was the most popular software used but besides the eight software packages listed in the question, 61 other software packages were listed as being used.

Language skills and typing were the most valuable basic skills used on their jobs but also of high value were on-the-job training, office etiquette, oral communication skills, word processing packages, correspondence skills, office procedures and word processing concepts. A little over half of these former students enrolled in some sort of additional training or educational offerings since completing their executive secretary program at Harper. Three percent had earned a bachelor's degree and 5 percent were in the last two years of a bachelor's degree program. There was little interest in belonging to a professional association and only 7 percent were Certified Professional Secretaries.

DETAILED RESULTS OF EXECUTIVE SECRETARIAL FOLLOW-UP STUDY

Current Situation	N	PCT	1984 Career Alumni PCT
Employed full time	103	77.4	67.4
Employed part time by choice	17	12.8	(21.0
Employed part time - not by choice	0	0	(
Unemployed by choice	13	9.8	10.0
Unemployed - not by choice	0	0	1.6
	133	100.0	100.0
Full-Time Salary Range			
$ 4,160 - $ 5,000	1	.9	0
$ 5,000 - $ 7,000	0	0	0
$ 7,000 - $ 9,000	2	1.9	3.6
$ 9,000 - $10,000	1	.9	2.4
$10,000 - $12,000	1	1.0	8.0
$12,000 - $15,000	9	8.4	23.9
$15,000 - $20,000	49	45.8	31.9
$20,000 - $25,000	27	25.1	19.7
$25,000 - $30,000	14	13.1	3.6
$30,000 - $35,000	2	1.9	3.6
$35,000 - $40,000	1	.9	2.4
$40,000 - $50,000	0	0	.6
Over $50,000	0	0	.3
Total	207	100.0	100.0
Mean Salary	$19,767		$18,124
Median Salary	$18,929		$16,893
Situation of Those Unemployed by Choice			
Enrolled in college full time	2	15.4	47.0
Enrolled in college part time	2	15.4	17.0
Full time homemaker	8	61.5	22.0
Health problems	1	7.7	14.0
Total	13	100.0	100.0

Job Titles of Those Employed

Jobs Above Secretary II	N	PCT
Section Manager	4	3.3
Administrator	2	1.7
Business Analyst	3	2.5
Account Representative	1	.8
Administrative Coordinator	6	4.9
Administrative Assistant	11	9.1
Senior Executive Secretary	2	1.7
Executive Secretary	25	20.6
Office Manager	3	2.5
Senior Secretary	1	.8
Sub-Total	58	47.9
Secretary Level Jobs		
Secretary II	3	2.5
Secretary A	1	.8
Secretary B	1	.8
Secretary C	1	.9
Region Secretary	1	.8
Secretary	32	26.5
Temporary Secretary	1	.8
Sub-Total	40	33.1
Below Secretarial Level		
Technical Specialist	1	.8
Medical Office Assistant	1	.8
Human Resource Specialist	1	.8
Temporary Services	3	2.5
Receptionist	3	2.5
Clerk	4	3.3
Word Processor	4	3.3
Sub-Total	17	14.0
Non-Office Related Jobs		
Dental Hygienist	1	.8
Fitness Instructor	1	.8
Programmer Analyst	1	.9
System Specialist	1	.8
Registered Nurse	1	.8
Waitress	1	.9
Sub-Total	6	5.0
Grand Total	121	100.0

The exact titles and places of employment are shown in the Appendix.

Work Setting

Office Setting	N	PCT
Temporary work - size varies	2	1.7
One person office	6	5.2
Two to five person office	17	14.8
Six to ten person office	14	12.2
Eleven to twenty person office	18	15.7
Larger than twenty person office	58	50.4
Total	115	100.0

Company Size

Temporary work - size varies	2	1.7
Under ten employees	5	4.3
10 to 20 employees	5	4.4
21 to 50 employees	8	7.0
51 to 100 employees	8	7.0
101 to 250 employees	10	8.7
251 to 500 employees	12	10.4
More than 500 employees	65	56.5
Total	115	100.0

Willingness of Companies to Participate in the Secretarial Internship

Already participate	9	8.1
Yes, would participate	34	30.6
Not sure	12	10.8
No, would not participate	54	48.7
Situation not applicable	2	1.8
Total	111	100.0

Willingness of Former Executive Secretarial Students to Serve as Guest Speakers in Secretarial Classes

Yes, would participate	29	24.0
Possibly would participate	4	3.3
No, would not participate	88	72.7
Total	121	100.0

Relationship Between Preparation at Harper College and Job Requirements	N	PCT
Well prepared but are under utilized now	42	35.3
Well prepared and well utilized now	70.5	59.2
Under prepared and had to obtain more skill on present job	6.5	5.5
Total	119	100.0

Ways Former Students Are Under Utilized on Present Job

- Shorthand, administering more challenging projects.
- When working full time, no shorthand was used. I find now most supervisors and engineers prefer dictaphone. Most other skills used.
- I use no shorthand. All dictation is done by hand written copy or dictaphone.
- Shorthand was never really used. Dictaphone was used on my first job. Different types of learning skills are not necessary at this job.
- As an executive secretary I was well prepared and under utilized, so I continued my education and am now working in another field.
- Shorthand - dictaphone
- Transcription, shorthand, adding/calculating machines.
- Shorthand, there is not much that I remember because I never use it.
- I no longer use shorthand, transcribe from tapes, or type documents of any length, therefore, my speed on all areas has diminished substantially.
- Went through legal secretary program - not using legal knowledge (by choice).
- Word processing, shorthand, dictaphone.
- I have never used my shorthand. I probably could not if I had to now. Seldom used my transcription.
- Do not use business writing skills, shorthand is not used enough to keep up with it. I do use data processing all the time.
- Shorthand - I am not challenged.
- Creativity thought processes. I have days without work and much time spent copying and filing.
- I rarely utilize my typing skills and I never use shorthand or dictaphone.
- Shorthand - word processing.
- Shorthand - travel arranging.
- We are not computerized - never use shorthand
- All skills are for secretary not waitress.
- Shorthand, and word processing, dictaphone.
- I would like more word processing education, basically to learn the newer systems.
- I did not use a lot of shorthand, but it still is handy to learn for myself even at home now. Except for communication skills, needed more classes.
- Shorthand - dictaphone.
- Shorthand, (I hate it anyway) travel arrangements, bookkeeping.
- Shorthand, IBM PC, Foreword, Wang word processors, and knowledge obtained in DPR-101, business math and management courses are not utilized.
- All I really do is type. I do not really get a chance to use the other skills, learning the PC's would be the best knowledge someone in school could use.
- Dictation/transcription, Foreword, Wang.
- Word processing
- Shorthand, telephone usage, dealing directly with many clients, filing, travel arrangements, etc.

Ways Former Students Are
Under Utilized On Present Job (continued)

- I do mostly no-brains typing, arrange meetings, etc. Could better use organizational skills, administrative abilities and I do not have shorthand.
- I do not feel I am using the variety of general secretarial skills I possess.
- My shorthand and machine transcription skills are never used. I rarely ever am allowed to compose memos or letters.
- Shorthand, accounting, IBM-PC Wordstar.
- Transcription machine, shorthand, calculator, Wang, Foreword, IBM-PC (Wordstar).
- Did not specify - 6

Areas of Under Preparation

- Although I took a 6-week course in word processing at Harper, it was really not thorough. I am sure this has changed since my graduation.
- Writing correspondence, specifically, customer complaints.
- Use of computers and what they could do.
- Oral communication.
- Well prepared for secretarial positions;however, needed more background in management, finance, marketing, and other business related classes would have helped me in my present position.
- Needed more office politics information and how to handle difficult office peers.
- I had to teach myself the IBM-PC Data base and microsoft word - 5

Other Comments

- When I attended Harper, computer knowledge was just beginning and was not taught - I learned on the job. But it is very important if just entering the job market.
- This question not applicable since I went on for a bachelors in business. However, I do feel that what I learned at Harper was or is utilized to some extent.
- Worked to current position - secretarial program - does not have any classes in this field. Classes taken in program gave me the beginning to work to where I am now.
- This question is difficult for me to answer. Harper's basic thrust is toward the "average" business office, and I have managed to, thus far, be employed by two different companies which did not quite fit the pattern. In my case, it is a case of being neither well prepared but under utilized nor under prepared. My responsibilities entail things which I was not especially prepared for, but that is really the result of the industry I am now working in. The skills most demanded in my particular job are, of course, typing, accounting, and some very involved records management.
- No relationship between current position and secretarial courses.

Equipment Used on Present Job	N	Frequency of Use Index*
Copy machine	114	1.83
Calculating machine	108	1.28
Standard electric typewriter	109	1.18
IBM-PC	103	1.06
Electronic typewriter	89	.88
Transcription machine	91	.65
WANG	82	.37
Foreword (Motorola Four Phase)	78	.32

110 of these former students reported using 68 other types of equipment.

*Frequency index: 2 = used frequently every day
1 = used occasionally - less than daily
0 = never use

Specific Types of Equipment Used

Electronic Typewriter: IBM, IBM Selectric II, Xerox Memorywriter, Canon, Wheelwriter, Xerox, IBM-95, Smith Corona x 7000, IBM-8100, Sharp ZX515, Olympia, IBM-75, Xerox 650, IBM Memory Writer, 3M Memory Writer, Olivetti, IBM-60

Transcription Machine: Lanier, Dictaphone, Norelco, Sony, Pitney-Bowes, Casio, Sanyo, Norelco Transcriber, Panasonic

Calculation Machine: Texas Instrument, Sharp, Canon, Monroe, Casio, Victor, Ten Key, Casio with tape, Pocket calculator, AREM-1012, Calculator, Various, Sharp QS-1660, Casio Dr. 1011, Canon P-36D, Xerox, 10-key Adding, Sharp Compact VX2126 Monroe 2125, Electronic, Canon P10D, Ibico Calculator, Small Solar, Handheld, Canon CP-1202, TIS-140, Standard, Underwood 581

Copy Machine: Xerox, Kodak, IBM, Pitney Bowes-3800, Royal, Toshiba, Canon, Minolta, Ricoh, Kodak Ektaprint, Sharp, Mita, Xerox 1045, Sanyo, Various, Toshiba BD-3301, IBM series III-60, Xerox 2350, Xerox 1040, Burroughs, 3M-520, Sharp-8200

Other Types of Equipment: Postage meter and scale, MacIntosh, NBI Wordprocessor, FAX machine, IBM Displaywriter, Facsimile machine, IBM Mainframe, Memorex, At&T Phone System Merlin, Telex, Digit I Word Processor, AT&T 6300 PC, Lexitron Word Processor, IBM-5520 Word Processor, Zenith Computer, IBM-8100 Word Processor, Terminal, Apple, Tandy 3000 Dex Machine, Commodore Computer, ROLM Phones, Epson Printer with the P/C, HP-150/3000, HP-91107A, IBM-3278 Mail Meter, HP-3000 series 42, Pitney Bowes Scale and

Other Types of Equipment: (continued)

Mail Meter, IBM and Primages Printers, Burroughs Terminal, Answering Machine, 3M Microfilm, Intel 310 Systems, Telerate, Hewlett Packard, McDraw, McWrite, Wizzard Electronic Mail, IBM +50, Microfiche, System 4, Xerox 860, Switchboard, MAC, Sony Word Processor, Lanier, Leading Edge, Kroy Lettering Machine, I/C Systems Computer, Xerox Memory Writer, Honeywell, DecMate, Vydek, Variety, IBM, WANG, Phillips, Olivetti, Graphics Plotters, Computers, Radio Shack, CheckWriter, Telex/ Telecopier, FAX-Nefax, Telex-Canon, Bernoulli Box with IBM-AT Alpha Micro, Xerox Word Processor, CRT Terminal, Wyse Word Processor, TI, Apple Lisa

Software Used on Present Job	N	Frequency Of Use Index*
Lotus 1-2-3	83	.71
Word Star	80	.33
Multimate	81	.32
Database II or III	77	.26
Displaywrite III	77	.25
Word Perfect	76	.24
Word Star 2000	72	.06
Symphony	71	.04

Seventy-two of these former students reported using 61 other software packages.

*Frequency Index: 2 = Used Frequently (every day)
1 = Used Occasionally (less than daily)
0 = Never used

Other Specific Software Packages Used

Microsoft Word, Four Phase Word Processor, MacDraw, Office Writer, Volkswriter 3, Excel, Scripset, Profile, MacWrite, MacDraw, MacWord, IBM 8100 Word Processing System, MacPaint, PFs Write, Smartcome, H-P 1000, IBM Writing Assistant, Electronic Mail (CMS), H-P Word, Draw, Plot, Picture Perfect, Drawing Gallery, NBI, Supercalc, Association Package, Crystal Writer Plus, Unix Mail, 20/20, AT & T Mail, Expense Management, Company Programs, DOS, Microsoft Spell, Volkswriter, Profile II (TRS '80 Software), Xerox 860, Apple/BAI, Data Ease, DecMate, Word II, Mass II, Lanier, Multiplan, Ready, Q and A, Diagraph, Video Show, Reflex, Leonard Mini Plan, FNA II, Asset Manager, 8775 Terminal, 5200 Printer, Excel, Microsoft Works, MacTerminal, Word, Multiplan, Informix, Lyrix, MacWrite, PC/DOS, Spell Checker, Tell-a-Graph, Graph Link, Resolution, MIR IS (Database)

Value of Basic Office Skills On the Job	N	Value Index*
Language Skills - Grammar	124	1.99
Language Skills - Spelling	124	1.98
Language Skills - Punctuation	124	1.98
Typing	124	1.98
On-the-job Training	119	1.87
Office Etiquette	120	1.85
Oral Communication Skills	119	1.81
Word Processing Packages	113	1.81
Correspondence Skills	124	1.78
Office Procedures	120	1.78
Word Processing Concepts	120	1.74
IBM-PC	117	1.57
Business Structure	117	1.56
Computer Concepts	119	1.49
Records Management	120	1.38
Calculating Machine Operation	119	1.32
Dedicated Word Processor	97	1.29
Machine Transcription	121	1.26
Accounting	119	1.12
Shorthand	120	1.09
Spreadsheet	102	1.04
Data Base Package	99	.95

*Value Index: 2 = Great Value
1 = Some Value
0 = No Value

Comments on Typing

- Essential - Accuracy a must
- Will always use - Definite must
- Accuracy and speed important
- In some cases, faster and easier than PC
- Definite necessity for secretary
- Can do nothing without it
- Typing is important in any profession. Almost everyone has a PC of their own.
- Depending on which area of the company you begin at will depend on what skills would be necessary.
- Correspondence always needs to be typed.
- High speed, accuracy, gets you "in the door".
- Typing is used on a daily basis.
- All knowledge is valuable. You never know in advance which skill will be needed.
- Overall, beginners will have a great advantage if they are aware of the high technology and can grow into using it, but right away the typing and general office skills are most important.
- Intermediate typing was the hardest class, but worth it.
- It does help
- You put too much emphasis on speed in typing, corrections are more important.
- I was prepared but never got the opportunity to use them. I was into marketing.
- Must have speed and accuracy - absolutely mandatory - can't work without it!
- 60 words a minute

Comments on Shorthand

- Taking brief notes and telephone messages
- Never use
- Very rarely used
- Not used daily, but required
- Depends on supervisor
- Usually requirement, but not used much
- Maybe not for entry level, but helps for other jobs
- Great aid for quick notes
- Helps, but dictaphone used mainly
- Depends on what beginning position is
- Important to know
- Have never used shorthand on the job, and that includes when I was working for a V.P. of Motorola
- Shorthand becomes of greater value as you go along
- My employer has occasionally used
- Good skill, dictaphone more popular
- Very little, emergency only
- Even though shorthand is not used as much by employers, it is a valuable tool for taking notes, etc.
- 80 words a minute
- Do not believe anyone who says shorthand is useless or old fashioned
- Gets you in the door
- Not useful in marketing
- Hardly used
- Learn to spell and punctuate
- If utilized daily
- If I was to be an administrative secretary
- Never ran into office needing
- An asset to know
- If used by company a lot
- Mainly for personal use/or rush jobs
- Not essential
- Make more money
- Depends where you work, some places do not use shorthand at all - my place does not.

Comments on IBM-PC

- Very important
- Becoming more of a necessity
- Good skill to have
- Good to have exposure
- Most companies are using these, quality, accuracy, productivity, replaces need for calculators and data is accurate.
- Not sure since each company has different mainlines, basic concept important.
- Vital tool in offices now
- Depends on company
- Seems to be required more
- Good for letters, memos, that are constantly changing
- More companies are seeing III's - If job requires it
- Depends on job - I found all WP helpful even though I do not use some machines they helped me to learn from my experience with them.
- Makes easier for typing
- Common computer

Word Processing Packages Comments

- Everyone should be familiar
- Must have!
- Good to understand concepts so it is easier to apply to various computers
- Very important
- Good thing to know
- Learn 1 or 2 — can transfer some knowledge
- Word Processors are being used everywhere
- All essential in getting hired in a new position
- Very seldom
- Variety is important
- Although each system is different
- Has some excellent experience
- I plan on utilizing these skills when I move to another company
- Use every day
- Good experience
- WP is a large field

Spread Sheet Package Comments

- Depends on department
- Somewhat helpful
- Unfamiliar with this
- Do not really know
- Could be helpful
- There are a variety of PC's even within my office area. I believe it is best to familiarize yourself on as many as you can.
- Never
- Depending on place of employment
- Important-Do not use presently
- Necessity
- Use every day
- Not unless you are in accounting
- Interesting for accounting

Data Base Package Comments

- Could be helpful
- Do not really know
- Depends on department
- Unfamiliar with its value
- Seldom
- Depending on place of employment
- The more experience the better
- Do not use presently
- Necessity
- If you know these it is a good selling tool for advancements, not necessary, but they will help in future.
- Use every day
- Not unless you are in accounting
- I have not used
- Good to know system

Dedicated Word Processor Comments

- Everyone should be familiar
- Not sure what this is
- Don't really know
- Never
- Most companies are using IBM PC's for varied uses
- You should not be a slave to your WP - your WP should be a slave to you
- Most companies have a WP department so all you really need is some knowledge/understanding
- Necessity
- A must
- Depends on business situation
- Not too many DWP out anymore

Language Skills Comments

Spelling

- Very important
- There is a demand for secretaries with good language skills
- You need to be able to correct your bosses mistakes
- Many bosses do not have time to proof work, therefore, they count on the secretary for perfection
- Most important language skill
- A must
- Spelling, punctuation and spelling are important for all positions
- Once you are in a particular group, in-house training is available
- Employer not a good speller
- Helpful in daily office procedures
- Some WP systems have spell check
- Executives do not necessarily have these skills
- You are relied on to know these basic skills
- Number one area where some secretaries look bad
- Proof reading is also an important skill

Punctuation Comments

- Important
- Very helpful to boss
- A must
- Definitely if a person is going to be typing a lot of correspondence

Grammar Comments

- Very important
- Very helpful to boss
- A must
- Proper sentence structure important
- Many secretaries do not have good composition or language skills, I feel it is very important.
- Very important, bosses are usually not good at this, and they depend on you.
- Great value, but I forgot what I learned.
- Although there are dictionaries and reference guides, workers rely on secretary.

Machine Transcription Comments

- Rarely used
- Depends on manager
- Helpful
- Used almost everywhere I have worked
- Good when employer travels, he can dictate while on the road
- More time efficient for both boss and secretary
- May be good to know in case of an emergency but most bosses write out their letters, memos, etc.
- I never had use for this skill
- Not used in our office
- Most important
- Not used widely in this company
- Where boss will use it
- Good selling tool
- Good to know - eventually more offices will begin to use this
- Saves much time
- Common in many offices

Calculating Machine Operation Comments

- Do not use often
- Not necessary, but good to know
- Lotus 1-2-3 replaced need for strong, heavy use of calculators
- Basic operation knowledge needed, not all that was taught in class
- Even for everyday living
- Everyone should be familiar
- Sometimes
- Unless in accounting firm, etc., little value
- Useful in using any type of adding machine or word processor
- How to solve problems more important than learning how to work a calculator
- Helpful
- Proper usage
- My computer does this
- Depends on business situation
- Basic

Correspondence Skills Comments

- Important
- A must
- For writing letters for managers
- Business writing class at Harper was very helpful
- Very helpful to boss
- If you can write a letter for your boss, it saves him/her time and makes you look good
- Important to be able to communicate clearly
- I use my correspondence skills daily
- May need to compose letters occasionally
- Boss will have you do it, if you do it well
- Expect secretary to be an expert in this area
- Good skill to have

Accounting Comments

- Depends on job
- Should have general knowledge
- Depending on employ and interests
- Working in accounting department
- Understanding can be helpful
- Become familiar with some phrases
- Bookkeeping
- Computers help, but you need basics
- Not required for every job
- Depending on future goals, helpful
- Rarely used, but good to know basics
- Not in beginning
- Never know when needed
- Good for advancement
- Understand more in business

Computer Concept Comments

- Should be familiar
- Helpful, not necessary
- Extensive use today
- I do not know of many offices that are not involved with some type of computer, whether a PC or word processor
- Always helpful
- DP-101 not used to my knowledge
- Depends on job
- Necessity today
- Good to know, makes it easier to understand new programs
- Need to understand
- Computers are very popular

Oral Communication Skills Comments

- Very important
- Secretaries reflect their bosses
- Especially for telephone
- Telephone and personal contact
- Helps in communicating to fellow workers and supervisors
- Personality is a lot
- Makes a good impression
- Helps in dealing with all kinds of people and situations
- Big reflection on you
- Everyone needs to communicate

Word Processing Concepts Comments

- Should be familiar - Very important
- Terminology important
- Knowledge of word processor is useful in learning any kind of word processing
- A must today - Common knowledge
- Computers seem to be used more - Understand the benefits

Records Management Comments

- Somewhat helpful
- Very important
- Most companies have central filing system
- Helps with organization on the job
- If you do not know where it is, your boss won't either
- You are the organizer
- Make sure accessible
- Key to organization
- Same as accounting

On-The-Job Training Comments

- Very helpful
- Each job is different
- Familiar with office environment
- This is where you will learn the most
- Use your new skills
- Makes for a better employee
- Typical
- Experience and knowledge always welcome
- A must
- Good for people relations
- Only way to learn
- Super!!!!!

Office Procedures Comments

- Every office has its own
- Cannot function without
- Each job is different, many routine, however.
- Helpful in office environment (day to day duties)
- Most valuable course
- Very important for a clerical/secretarial position
- Very important
- All around knowledge is very good
- Develop a manual
- Even the most basic procedures should be taught
- Can really only be learned in office
- Good to know

Office Etiquette Comments

- Very important
- Good to be more formal until you know for sure
- A must
- Telephone etiquette is very important
- Appearance, attitude
- Beneficial in office environment
- All procedures are learned on the job but basic knowledge is very helpful.
- Reflection on you
- Common sense

Business Structure Comments:

- Helpful
- All are necessary and valuable if you want to advance and get promoted.
- Impressive, if you are familiar with hierarchy of the company/even within your own division
- Independent structures
- Would be of great value
- Not used at work, but good source of information to understanding of how organization runs.
- You seem more knowledgeable
- Basic knowledge helpful
- Good to know
- Understand your company
- Should know how business is run

Other Skills - Specify:

- Organizational/priority skills
- Telephone communications
- Interviews --- how to be
- AT and T computer systems
- Personal interaction and assertiveness
- Telephone skills - Have had girls who do not know how to handle telephone and that is the reason they did not succeed - fired.
- Willingness to learn - cannot be afraid to try new things
- Common sense
- Conference set ups - these are usually paid outside professionals who specialize in setting up conferences. We spent too much time on this in school.
- Supervisory - some value
- Business writing

Continued Training - Education and Certification

	N	PCT
Former students who have taken additional training or education since completing executive secretary program at Harper	70	52.6
Completed bachelors degree	4	3.0
In last two years of bachelors degree program	7	5.3
Belong/belonged or am joining some sort of professional association	14	10.5
Certified Professional Secretary (CPS)	9	6.8
Working on certification as professional secretary (CPS)	2	1.5

Further Educational Training Experiences Student
Has Had Since Completing Executive Secretary Program

- Completed bachelor degree in Business Administration, majored in Personnel Administration.
- C.E. airline ticketing and reservations
- Digital, Xerox 850, Displaywrite III training
- Two accounting courses, attend various fitness and nutrition seminars
- Secretarial seminars, assertiveness training, communications seminars
- AS banking, finance, and credit at Harper, several internal Motorola secretarial training courses.
- Have attended in-house company training courses on assertiveness, self-awareness, stress management, time management.
- Additional word processing training on more advanced word processor.
- Pepperdine University CA Business Management courses. Redlands University, California, Business Administration.
- I have taken a shorthand refresher course to gain some lost speed and comprehension.
- Loyola University, Life Office Management Association, and various seminars on management topics.
- Attended at least 2-3 seminars per year relating to my job. Seminars would be one day or week long experience.
- I have learned various word processing machines, such as IBM Displaywriter, Wang, etc., on the job. I have worked in five different offices (because my husband was transferred) both legal and corporate, where each one has its own rules and skills that were considered important. Some stressed speed, while others stressed accuracy.
- Dun, Bradstreet/Secretarial Seminars and AT and T seminars.
- Mostly on-the-job training
- Secretarial - I was very well prepared and simply applied what I had learned to my company. Personnel - still use many of my secretarial skills though I am no longer a secretary. I feel my Harper training helped me get the promotions I have received. I feel very "well rounded".
- IBM PC Training
- I have taken a few CE classes and have also received training in various in-house programs where I work.
- Basic and Cobol Computer programming - accounting.
- Completed Associate in Arts degree in Business at Harper. Presently, working on bachelor's degree in business/accounting at Roosevelt.
- Dun and Bradstreet seminars
- I started in another direction — food. I am interested in catering some day.
- All company sponsored programs
- Took an 8-week IBM/PC class at Harper.
- Attended a Lotus 1-2-3 training workshop
- Working on completing CPS certification. Am enrolled at Elmhurst College and working toward bachelor degree of business administration.
- Am now working as a temporary because the secretarial field has become much too boring for me (too reactive). I have been working as a secretary for six years. Now I am pursuing a second career in physical therapy and attending Harper again for my pre-professional curricula.
- Have taken computer/data processing courses at Harper as well as company sponsored courses.
- Basic programming, Apple computer, Harper Xenix, Radio Shack, Lotus 1-2-3.
- Am currently enrolled in DePaul University School for New Learning Program to achieve my bachelor's degree in liberal arts.
- Learned to operate IBM PC through company training and also IBM display write.

Further Educational Training Experience Student
Has Had Since Completing Executive Secretary Program (continued)

- I took a beginning shorthand class to try and get my shorthand skills back, but it did not help too much since I never use my shorthand.
- Management classes (had been office manager previously).
- Chemistry, accounting 101, geology, was going back to school to get bachelor's in business.
- Several computer classes sponsored through firm.
- Credit fundamentals course.
- Trained at classes for my Wang WP.
- Attended a few seminars on how to be an effective secretary.
- Various courses in business.
- Am not working as a secretary right not, but that is how I got my "foot in the door". Started out as a secretary and received training in the transportation industry.
- I am going for my DPR degree.
- Presently working on credits to transfer to Roosevelt for BA.
- Allstate offers classes on their WP system.
- Learned more WP on job training.
- Taken the six courses necessary to complete my AA degree at Harper. I will be transferring to Northern Illinois University beginning with the summer session to pursue a degree in journalism. Secretarial work was a good start in the business world, but talents are more often than not left tapped.
- I went on to attend Eastern Illinois University where I majored in marketing.
- Working on my bachelors degree at Roosevelt University in marketing.
- Two years at school of design, Art Institute of Pittsburgh.
- Presently taking ACC-101 and working toward bachelors degree.
- I learned how to use a PC, the Lotus PC and Multi-mate. Also CMS post.
- Real estate seminars.
- Four phase courses including all special aspects of the machine for example — graphics, CMS, glossary, keystroke manage and many more. IBM graphics and DOC courses.
- One-day SONY training.
- Stress/office worker/secretarial seminar - Hotel Continental, Chicago.
- Math taking algebra to eventually pursue my business management or bachelors degree in some field.
- A couple of seminars in management.
- I have taken two four phase WP seminars given at Motorola.
- Find a job class - Gould Center.
- I enrolled in the CPS review courses which were effective in preparing for exam.
- Courses in word perfect, lotus, DOS offered through work.
- Study for CPA exam - passed 3 parts out of 6.
- I have had on the job training on the IBM PC AT personal computer.
- Since leaving Harper, I have gone to Lotus 1-2-3 classes and soon will be taking D-Base 3 and more computer classes.
- Spelling class-I, found this helpful. Computer training classes must keep up to date.
- Accounting.
- In company training in WP and seminars in delivering quality service and dealing with irate clients.
- Seminars - How to Handle Stress, How to Handle Multiple Priorities, Handling Conflict. College courses: Intro to Supervision, Systems Analysis and Design.
- Have attended Allstate's advanced WP class.

Further Educational Training Experiences Student
Has Had Since Completing Executive Secretary Program (continued)

- I went to a 4-day training session to learn the IBM 8100 WP system.
- I will be taking a course in PC-DOS and Lotus 1-2-3 at the end of March. A variety of courses are available at all times (creativity, management, supervision for employees of Motorola to participate in).
- Advanced Wang-Statistical applications class taken at the Wang office building.
- I took a Word Perfect and a Lotus 1-2-3 training class at Northrop.
- A Tellagraph software two-day class - a graphics package.
- Executive secretarial seminars, quality control leadership, and business relations.
- I have worked on different software for the PC briefly, but never received format training.
- I am still currently at Harper College. I am taking business related classes to transfer into Northern in the spring.

Degree or Certificate Received
Since Completing Executive Secretary Program

- Bachelor's Degree
- B.S. Business Education
- Nautilus training and certification
- FLMI - Fellow, Life Management Institute
- Received ASAE - American Society of Association Executives - Communication Certificate.
- Associate in Arts Degree in Business at Harper
- Data Processing Certificate
- AAS in Nursing at Harper
- CPS
- Bachelor of Science in Hospitality Management from Roosevelt University.
- CPS, Administrative Assistant Certificate.
- I will be attending Tampa College to finish my marketing degree.
- I received a Bachelor of Science in Business
- Working toward bachelors in marketing
- Art Institute of Pittsburgh - Associate in Applied Science
- Four-phase training, IBM DOS certificate
- I hope to enroll in the administrative assistant program.
- AA to be completed in summer 1987.
- Notary Public, working on CPS
- AA in Business, and AAS in Legal Secretary
- Presently at Roosevelt
- Hope to qualify for secretarial certificate

Colleges or Institutions Attended Since Completing
Executive Secretary Program at Harper College

- Roosevelt University
- Monroe Community College
- Redlands University
- Oakton Community College
- DePaul University
- Harper
- Western Illinois University
- EIU, Charleston, Illinois
- Pepperdine University
- Loyola University
- Elmhurst College
- U of I/Champaign
- Northern Illinois University
- Motorola

Colleges or Institutions Attended Since Completing
Executive Secretary Program at Harper College (continued)

- Moorpark Jr. College
- Elgin Community College
- Art Institute of Pittsburgh
- Businessland Training for IBM

Professional Organizations You Belonged To

- PSI - Professional Secretaries International
- American Society of Personnel Administrators and the local Chicago Chapter SHRP
- Administrative Committee of the Life Management Institute, FLMI Society of Chicago.
- CPS, NAFE (National Association of Female Executives).
- Professional Secretaries Association, but no longer active.
- Becoming involved in the Business and Professional Women's Organization Northwest (BPW Northwest) - am not a member.
- Hotel Sales and Management Association
- Ocean Freight Agents' Association.
- American Marketing Association
- Association of Old Crows - an electronic warfare association
- Harper Advisory Committee/Secretarial Programs
- American Business Woman's Association

Professional Certifications that Student Has
Attained or is Pursuing

- CPS Certification
- Personnel Management
- FLMI and CLU
- Who's Who Among Students in American Universities and Colleges, 1986-87
- CPS/passed 3 out of 6
- Real Estate License
- FLMI
- Certified Compensation Professional
- BA Degree
- Aerobics Certification
- AAS, Executive Secretarial Field
- Training classes at work
- AAS

Other Comments About Administrative Secretarial Program

- I preferred classroom training compared to the independent study courses.
- I thought the secretarial program at Harper was excellent. I think the best and most useful aspect of the program was the internship. Practical experience is most valuable.
- Strong points - extensive training in typing, shorthand, and procedures. Improvement: stronger emphasis on finance, statistics.
- Although I am not currently employed as a secretary, the knowledge and training I received through the program has helped me advance on my current position. I felt the training I received was thorough and practical.
- The best class I thought offered at the time I attended was Secretarial Office Procedures.
- Strong point is the on-the-job training work program. Best teacher is experience. Realizing computers were not as popular at the time I was at Harper, I wish I could have learned more about word processing and computers. Could have used some more training in telephone skills and dealing with difficult people. I believe the secretarial program is excellent and helped me greatly in my career.

Comments (continued)

- My training at Harper was very good for my job. I worked at a major oil company for 7-1/2 years. Although most of my assignments were other than secretarial so I learned most of my skills on the job.
- I felt very well prepared to enter the job market skillwise. The on-the-job training helped me to gain confidence. At the time I went to Harper, there was no word processing emphasis. However, I attended classes for 3 machines.
- The internship programs experience was one of the best parts of the program, being able to go back to the peer group and discuss problems with the experienced guidance of Mrs. Jirak was extremely helpful. Also, the various units of legal and medical secretaries was interesting. Adding a PC class to the curriculum if not already scheduled.
- I feel the secretarial training received at Harper was excellent. The internship position "got my foot in the door". The secretary procedures class, business English, business math, and intro to business classes were of the greatest value. The "office" has changed greatly since I graduated in 1979. Everyone today must know word processing as well as some type of PC. A course on interpersonal skills or stress management would be helpful in dealing with people and our work environment.
- Felt the program was very good. It has been 8 years since I attended Harper, and specific classes for improvement are hard to recollect. I do remember the work program to be a very positive aspect, as well as the secretarial procedures and speech classes.
- The internship with on the job training seemed very beneficial to me. It was easier to apply techniques and procedures learned at school right away to the working situation.
- Heavy emphasis should now be placed on computer skills.
- My two years at Harper were very beneficial in providing me with the training and education necessary in obtaining a secretarial position. The business writing course was very beneficial in outlining procedures for various business communications. The skills course were worthwhile since they strengthened the importance of practice and improvement. Secretaries are being given much more responsibility now with cut backs in the number of office staff. Therefore, strong skills are essential. Shorthand is also a very desirable skill in our company. I am glad I earned an Associate Degree - it is a well organized program.
- It was very helpful to me even in the medical field. I use the skills I obtained at Harper each and every day.
- I felt Harper did help, but there is nothing like on the job training. I think perhaps if you were to teach overseas communication, phone calls, telex's etc. I was hired for a job because I had some overseas experience.
- Strong points are that it teaches the basics required to succeed as a professional secretary. Program gives a distinct advantage to its graduates. Improvements - the courses are geared to teach basic office skills - should include some indication of how the "real world" may differ from theory.
- All of my employers were very impressed by the degree on the resume. Upon graduation, I was very prepared for any secretarial job. New student should be sure to keep up skills learned at college, especially if they are not currently using them in their present jobs, because they will be helpful in future jobs. Word processing and computers should be stressed more than they were in 1980, which according to the curriculum it looks like they are. A strong point was to stress neatness, accuracy, because a quick wrong letter is no letter at all. Speed will come with practice.
- The only think I can think of is an area that needs some improvement - writing skills. Perhaps Harper could request some copies of letters, from various companies, and have the class prepare responses.

Comments (continued)

- I think the program was very good. The main thing that really helped was the secretarial internship program. There is really no better way to learn than actually doing the job and handling the day-to-day situations that you encounter.
- High standards in spelling, grammar and punctuation are very important. Exposture to personal computers is also very valuable. Harper's training has been very thorough and complete. Offices are changing and technology is every where. Secretaries should be able to adopt to this environment.
- I thought the training was excellent, however more emphasis should be put on computers, so many companies are asking for computer background, it is vita.
- The training I received at Harper was good. I was in an internship program my senior year of high school and during that time not only did I attend class every day, I also worked during the afternoon. Upon graduation I enrolled at Harper. My only strong criticism of the program at Harper was that it did not take into consideration any of this previous training. Therefore, since there was definitely repetition, I found it discouraging that I had to sit through classes in which the material was more of a review than new to me (this was mainly the secretarial procedures class and the two semesters of the internship class). However, if I had not had this previous training, these classes would definitely be necessary and worthwhile.
- Emphasis on perfection and a wide variety of skills has really made the difference between a degreed secretary and an experienced secretary (usually with only typing skills).
- I was pleased with the program and education I received. I only wish word processing was a little more popular when I went through the program. I had to learn "on-the-job".
- I felt my training was well balanced. While word processing training is a good idea, I have found it necessary to learn the particular equipment and programs used by the companies I have worked for. The English and secretarial skills courses have been of great value as a large part of my job entails interpretive minutes, legal documents, and correspondence.
- I worked for 5 years in an executive secretarial position before quitting to have children. The skills I learned at Harper helped me a great deal.
- I thought the program was very good while I was at Harper. No complaints. I enjoyed all my teachers and learned a great deal from you all. One suggestion is to stress PC and word processing packages, but I have a feeling you are already doing that.
- Up until two months ago I was working full time. I found the training at Harper very beneficial, but more training on the word processor with advanced functions would be helpful. Additional courses in the management field would also be beneficial. I am very happy with the courses and internship program. I feel that program was a great start in entering the secretarial field. Future students in the intern program should not just work full time at their intern company, but really look into other companies available to them after graduation.
- I believe the secretarial program was outstanding. The internship should always be a must, as you learn so much on the job.
- The training I received as a full-time secretary. I utilize my shorthand, typing and organizational skills to the fullest extent. However, on the job training is most beneficial. An area I highly recommend learning is the IBM/PC and the software packages that are available.
- Strong points - internship, office procedures. My only complaint is the semester I started Harper's secretarial program they tested Century shorthand and then discontinued its use. No one offered review courses for Century and I had a real tough time learning and remembering the strokes instead of my learning them myself.

Comments (continued)

- I enjoyed my time at Harper. The classes I took have been beneficial to me with the exception of office machines. The business letter writing class has been particularly helpful as I must initiate a great deal of correspondence in the name of my boss.
- Mary Ann Jirak is a very good coordinator and I personally learned a lot from her. I think, if it has not already been done, Harper should have a class on IBM/PC computer and its functions as they relate to Lotus 1-2-3 and a variety of word processors.
- The secretarial training at Harper was good, however, once in the business world you discover that skills are not the major factor in your job. Personality, tact, a sense of humor, dedication -- these are the traits that most bosses want. Of course, good skills and quality work are important, but some times not enough if other areas are lacking. Also, with increasing technology, computers take over a lot of the routine tasks for the secretary. One thing I was disappointed with regarding the secretarial program was that it did not prepare you should you want to continue your education. I discovered I would have to take another 1-1/2 years to 2 years worth of classes just in order to receive a 2-year transferable degree. I understand that this was a "career program" but perhaps it should be spelled out clearly that very few classes will transfer. I feel the program was helpful for the short term, but actually was doing you a dis-service by allowing you to spend 2 years in a program that in the long run would yield you little in the way of education. Many of my friends who were in the program decided, like myself, to continue their education and find such a long haul ahead of them that it is depressing and almost seems hopeless if you are going to school part time. I feel that if the Executive Secretarial program incorporated other classes in the program to allow for a 2-year degree that is transferable, too, then it would truly be a great program. By transferable I mean able to get into a 4-year institution as a "junior".
- My secretarial training at Harper was excellent. I worked in the field as an executive secretary for 5 years. Had my own office, computer, and complete responsibility of a sales office. The training I received in Harper's classes prepared me for the commitment it took to finish a nursing degree and work in an intensive care unit.
- Overall, I feel I was sufficiently trained. However, too much concentration on adding machines, only introduced to one word processor. I know the curriculum has changed and WP was just becoming a strong asset then. Secretarial procedures, English, accounting, word processing and programming I feel are the key areas for the secretarial field. I remember how you stressed to keep an accurate resume. If you don't it is very difficult to go back by memory alone.
- I feel Harper's secretarial program is an excellent one. As long as it continues keeping up with today's growing office technologies, it will continue to be an excellent program. My weakest area as far as training is concerned would be in the area of grammar and punctuation. At the time I attended Harper, I did not feel this area was covered very strongly nor did I feel competent in the instructor for this. Another possible area of improvement might be to consider some sort of career planning course in the secretarial field - one that would give the future secretary an idea of what different types of secretarial jobs as well as environments are out there and what all is involved for each field.
- Education I received at Harper was appropriate at the time, and very useful to the future executive secretary, however, possible more classes could be offered in the program that are more business related, as the secretarial field is very limited, and individuals wishing to expand their future into other areas will find they cannot transfer many courses into a degree program elsewhere, if pursuing a career change later on, and would like to obtain further education.

Comments (continued)

- The secretarial training I received at Harper college was excellent. At the time I attended though not enough word processing and computer training (IBM PC) was given.
- I feel Harper offers an excellent secretarial program. I did not feel that any of my skills were underutilized. I feel that shorthand skills should still be stressed - I think this is a very good asset - and gives one the edge over someone else without shorthand skills. Word processing and computer skills learned at Harper were also very helpful. While I worked on different systems in my job than what I had learned on at Harper, I feel I was much more adaptable to learning new systems more readily with having a computer background knowledge. I also feel that Harper prepared me for being able to pass my CPS exam.
- All the classes I took at Harper were very helpful in my career. I learned a lot through the internship which gave me valuable on-the-job training. Computers are very much in demand - I think including more various computer classes in the secretarial program would be very beneficial.
- When I began working at Universal Oil Products, and for the last year (3 years in the middle were for a different group), I worked for a man who could not say enough about how well prepared I was to work for him, due to my education and skills. This is a great compliment for Harper's secretarial program. Business law, accounting, DP were not used in my job at all. All the secretarial classes were extremely valuable. Business writing is very important. I refer to the class book all the time. Machine transcription is a some what easy skill. It is becoming a heavily used way of dictating in most offices since it does not take time away from boss and secretary at the same time. There are still men, or women who prefer to dictate, however. Shorthand is definitely a plus since it is not as common and is harder to find a secretary who can or will take shorthand. It could be the determining factor of getting or losing a job to someone else. Overall, I think back at Harper's program and am happy with what I learned. I liked my last 6 years of work and feel I left U.O.P. knowing I left a good name for myself. This makes being a homemaker more rewarding and my new career as a mom and at-home secretary.
- I thought the training was excellent. The only thing is if you do not keep up with all the training (shorthand, grammar, punctuation, skills, etc.) you forget, at least I do, what you have learned. It might be kind of nice to receive any updated materials or procedures in the mail, so you can keep up-to-date with the secretaries going to school now.
- Believe more emphasis should be placed on computer software - not only word processing but accounting and lotus type software - less emphasis on shorthand.
- Need to incorporate business type classes (economics, more management, etc.) more computer classes, PC training.
- The training at Harper College is excellent. Working in the career center at Harper and just starting with the Placement center, I have already gotten several phone calls asking for secretaries trained at Harper because they have had a secretary from Harper before and were very pleased. The internship program is essential.
- At the time I attended Harper the program was sufficient in getting me started but I changed job careers and needed more training at a bigger university.
- Through my knowledge of secretarial training at Harper College it has helped me a great deal in my everyday office procedures as a secretary. I think the courses are very well updated to a typical office environment and very beneficial in also learning new responsibilities and duties as a secretary.
- I thoroughly enjoyed the time I spent at Harper. I felt that I was prepared very well and felt very confident about myself when I went out to get a job. I do not think I would change anything, but I would suggest being sure you keep up with the changes that do occur in the office environment such as types of word processing, memory typewriters, basic technology.

Comments (continued)

- My training at Harper has really helped me out in all of my work experiences. I do not mean to brag, but at times I really feel more competent that most of the other secretaries. I still have a lot to learn, but that will come with experience. Secretarial procedures were very beneficial. On the job training is extremely important, as well as shorthand, because of my shorthand I travel with my boss on a couple trips a year. Very few people know shorthand, and it is welcomed in most companies.
- While enrolled at Harper, I thought the load was too much and too difficult. After graduating I discovered it really was to my benefit. I learned a lot in many different areas, (business law, economics, management, etc.) not just typing, shorthand, even though I am not a secretary, I use everything I learned.
- Training was very good.
- When I was employed, my education served me well. I felt the program prepared me for the position I held before I became a full-time homemaker. I was an administrative assistant for about one year.
- More emphasis on computers (IBM/PC, Apple, Lotus) would be beneficial as most companies want experience with PC's. The internship was also good as far as on-the-job experience and references. Almost every position wants experience and it is hard to start full time without having full time experience in similar positions.
- Might help to have some workshops or speakers talking about how to handle problems of the office such as other secretaries not doing their work, how to tactfully handle those situations when they ask you for help and sit on the phone, how to get your boss "organized", also a class in making travel arrangements, flight reservations, etc.
- Fantastic!
- I think the program was great. It really prepared me for entering the business world with the proper skills behind me. As I look back, one thing I think the program could improve on is oral communication. I have heavy contact with top-level executives and just learned within this year how to communicate with them effectively. I attend a lot of meetings and have to speak at them. I used to get real nervous but now because I have done them a lot I am more confident. I think if you were to incorporate public speaking into your program it will prepare the potential secretaries to deal with all types of interactions with executives. Maybe you could have the student speak in front of the class as if it was a meeting in an office. It is probably one of the hardest things to do, but now since I have done it so many times, I love it.
- I thought the program was excellent. As for areas of improvement, from what I have seen in the catalog, you are already implementing the programs. Word processing - all types of machines and software packages, IBM/PC, Lotus 1-2-3 and Data Base.
- I think the secretarial training from Harper was of excellent quality, well rounded and practical. My favorite subjects were shorthand and speech. Unfortunately, since I have graduated from the secretarial program I have yet to find a challenging job. I have reached the secretarial goal of executive secretary in a corporate professional atmosphere with a salary of over $20,000 and I cannot stay in the field, it is way too boring and unchallenging.
- I felt Harper College provided the proper training needed to become an executive secretary. What I enjoyed most about the program was the variety of courses. It was not just limited to typing and shorthand. I have not been in touch with Harper College since graduating, and therefore, am not aware of the present curriculum.
- I found advanced typing, secretarial procedures, business writing, word processing to be very helpful in secretarial training. Business machines, I felt were things that should have been learned prior to college. Using a calculator and relearning basic math function such as long division should

Comments (continued)

have been mastered way before college. Overall, Harper's secretarial program prepares a great foundation for secretaries and a good beginning base for business.

- The executive secretarial program prepared me for the jobs I have had. I have well polished skills and the training of office etiquette is probably the most important training that I had. The program is excellent and I am grateful that I had the opportunity to participate.
- The education and development received at Harper was extremely beneficial. The work involved in preparing students for the working world is extremely well structured.
- Secretarial training I received was excellent.
- The program prepared me very well. In the offices I work in now they do a lot of testing as far as spelling, typing, and shorthand. I feel that the program should deal a little bit more with spelling.
- I feel I received more than adequate training from Harper. I understand that more classes are offered in word processing which I think is good. I think I could have used more English classes concentrating on grammar and punctuation.
- You turn out a fine product. Internship was most helpful and preparing for the job interview. If you can teach office politics and how to avoid pitfalls that would be helpful. Self confidence and good self image is also important.
- Sorry I am not that helpful. The program was great if I was a secretary.
- Very good and beneficial overall with a fantastic coordinator! I am extremely happy with my training and career choice.
- I feel the training for Harper was very good. They should stress less on shorthand and have more courses in word processing and dictaphone.
- Nothing prepares you more for the job than the internship program. I do not think I would be where I am today if I did not participate in this program. I may suggest a class in PC software packages (Lotus 1,2,3, D-Base III etc.) a degree requirement. These are excellent aids to an office and its workers.
- I had a difficult time adjusting to the office I now work in. At one point, I wrote a letter of resignation but ripped it up at the last minute. The reason for this difficult period was a boss who wanted a miracle worker for a secretary, someone who could sit down at a new company and automatically know what was going on, and a waitress to serve him coffee and lunch. When I refused to be his personal waitress, he really hit the roof. After numerous talks and threats of putting me on probation, we finally reached a median we could both agree to. I feel that we are a great team now. I sure learned a lot about employee relations during that time. Plus, I learned how to manipulate somebody without them realizing it.
- A new student should concentrate on typing, word processing, language skills and letter writing. Learning how to communicate effectively with your coworkers and knowing how to say it with as little words as possible and getting the ideas across is really important to learn. Harper College could stress this more. More classes in business writing. You get plenty of typing skills in the program.
- I feel all the training I received at Harper has helped me when applying for jobs. I fell that all the classes I have taken in shorthand has not helped me, because most companies do not use shorthand. Some write out the letters, or they use a dictaphone. In my present position, any correspondence that goes out I usually type the letter myself. I feel the word processing class helped because even though I do not use the same equipment, I can pick up quickly on other machines.
- Harper has an excellent overall program. Unless the job requirements have changed in your area, the shorthand program is more than adequate. Typing, I feel, can never be stressed enough, particularly accuracy. The only area that

Comments (continued)

may be deficient would be the computers. An overall comfortability with computers both as data and word processor is important.
- I feel that Harper prepared me very well for my career.
- Computer operation should be taught as well as program writing. I spent most of the class time in data processing trying to figure out how to turn the computer on.
- The training and hands-on experience is very good at Harper College. The programs are very informative. I enjoyed my two years of schooling. I will be going back to school in the near future to further my career here at Motorola or elsewhere. The training I received prepared me for the business world.
- I feel Harper's intermediate typing course with a professor as Mr. Zilkowski was one of the most difficult classes I have ever taken and even though I only received a "C" grade I learned far more than any other typing class. I think grammar is very important and should be stressed more. Word Processing courses are necessary. On-the-job training with Mrs. Jirak as coordinator was a very important part of my personal development. She gave me the encouragement and confidence I needed. Shorthand is obsolete and an incredible waste of time and effort.
- I think word processing, on-the-job training, language skills, office procedures and calculative operations were the best courses offered at Harper. The new students need more word processing and computer experience (more money with these jobs). Also one class of shorthand, (easy) more experience on phones like big switchboards (hands-on) and some sort of business, office management class.
- The secretarial training I received at Harper was excellent. I have not been at Harper for two years. When I left, they were expanding the word processing center with the addition of Advanced Forward. They also substituted electronic typewriters in place of the IBM electric typewriters. I have not used the electronic typewriter, but I feel many companies are updating equipment and using word processors, computers and electronic typewriters, Xerox and IBM.
- I think the course was excellent. A stress more on basic PC skills should be done. Rest of companies are looking for people who are not afraid to use them - stress basic skills also. Overall you have done a great job!
- I think you should put more emphasis on language skills and offer more in the computer field for the person who wants to get into secretarial (word perfect, Lotus 1,2,3, Reflex) instead of Wang, Foreward, Lexitron, I never went to a company who even used these word processors. I think you put too much emphasis on speed (shorthand and typing). When it came to grades - it really was discouraging when I went to Harper, it was just too much pressure. I think your procedure classes were the most helpful. When it was time to work full time also I think you should go into programs on the computer not just word processing. Example: Lotus 1-2-3, Reflex, Wordperfect. 1984 was the last year I attended. I never received a degree. I would like to finish but I do not know how to go about it. If you could send me information on CPS I would appreciate it.
- While being a secretary, I found that I did not really use my shorthand skills. But the other courses prepare you quite well.
- I am so proud to have my degree from Harper - I have started at my company in an entry level position. After one year, I was promoted to administrative secretary to the president, six months later, promoted to present position as executive secretary to the chairperson. I feel I was well trained and prepared.
- I learned so much from the training I received at Harper because it was so specialized in my field. It has helped tremendously in the working world. I think that the computer and word processor work was the most beneficial to me, but it is an individual opinion depending on the job they have.
- My training at Harper has helped me tremendously. Everything I learned I use at work. I won't change a thing.

Comments (continued)

- Overall excellent. Strong points, stressed telephone skills, professionalism accuracy, and basic skills. Areas of improvement, need to offer actual computer hands-on experience.
- Harper gave me very valuable skills. I find even in my present position that I still refer to my training when situations arise. At this time, I have found that I am wasting my skills and am currently looking to get back into word processing/secretarial positions.
- I felt I was very well trained. I might come back for the secretarial certificate and more English and word processing classes. In this work you must keep up on current equipment and practices. It is a fast changing technological occupation, whether it be clerk or administrative assistant. Keep up the good work!
- The secretarial program covers all areas of knowledge that you need for a secretarial position. I thought it was a really good program. The word processing classes I took have really helped me at my present job.
- I have always considered my training at Harper as excellent - only fault was the business machines lab courses -- they were too out dated. I am not familiar with the current curriculum. I hope the secretarial procedures class is still required - it is the best vehicle I know of to prepare beginners for meeting the challenges of secretarial work.
- Found it to be good - covered many areas - helpful when working as a secretary.
- The secretarial procedures class was very helpful. I also benefited from my speech classes. I have to prepare slides for my supervisor along with helping on speeches. My management and accounting (record keeping) have come in handy. I work in the investment department and have to prepare financial information weekly along with bond trades that are purchased and sold daily.
- It is good to know how to be organized and get things done in the best order possible. Word processing is very important. The more processors you know, the better you are. Also, a point to add to your interviewing techniques might be not only to check out the company first, but to interview the interviewer. Make sure that your new boss is going to be good to work for, someone you can communicate with.
- I think the training I received was very valuable. The internship prepared me for my present job. The job manual and secretarial procedures manual were very helpful to me. I think it is important to teach telephone skills, organizational skills.
- The program was excellent. I think my age and the fact that I went directly to work (I worked for the school district during the summer months) was of great help. I cannot stress enough the need for excellent spelling, grammar and punctuation. I was lucky enough to land this job which gives me the summers off. I work a college year.
- The program itself is excellent especially the internship programs. They give the student the opportunity to apply what is being taught into a real life situation. You learn one type of word processor, the others are similar and easy to learn. I think it is vital that Harper program coordinators stay in touch with outside companies to keep abreast of changes to keep the programs up to date.
- Very good - I really learned a lot.
- My training at Harper was very important and helpful. Although I am moving towards a job that does not involve secretarial duties, I will always need them to guide secretaries I might hire. It also is good if I should quit. I can always get a secretarial position. Harper's program gave me my confidence in the work force and is helping me get my CPS and any other certificates I choose. I believe the advisory committee gave suggestions for improvements. Currently we have an employee who is returning to the work force and she has completed the office re-entry program. She learns quickly and says the program is fantastic. She is now trying for an associate degree. The re-entry and new job here has influenced her into taking more classes.

Comments (continued)

- I think it is a great program that well prepares its students for the real world. More guest speakers that are managers with their expectations.
- Strong points - WP program but don't be so dedicated to one machine. Example -- Foreword, Wang, a generic PC/IBM (Sue) with several different software packages. Business writing, English class, was an excellent stress point on basic grammar. Secretarial administrative procedures and secretarial procedures classes should be cut down and joined together. They overlap too much unnecessary information. Too much emphasis is put on shorthand. I believe that this class should only be required for one year with the second year as an option. More emphasis needs to be placed on organization, quality of workmanship, leadership and the acceptance of the secretarial role in ones corporation. Example: dealing with bosses, peers, and top executives.
- The training I received prepared me to re-enter the professional world with confidence.
- I think it is a good program but there are classes that are really unnecessary, Humanities, and Social Science. I do not feel that it is really beneficial to me. It also seems almost impossible to take all those classes in 2 years. There is just too many unless you take 17-20 hours which is near impossible if you plan to work and have a social life.
- I felt the program was very good. There were a few classes I did not really feel were necessary, such as the office machines class, because the only machine taught was the calculator. Most people know how to work one reasonably well. The other class was record management. I thought all of the teachers were great!
- I feel that the program is very detailed and very well organized. Learning through on the job training is good for future work experience. I enjoyed the word processing courses, but I felt that the secretarial administration and procedures classes were basically the same.
- I think the program is great. The best training I received at Harper is the on-the-job training. Other strong points of the program are the typing shorthand, and word processing courses. The secretarial procedures classes were also very helpful (all of the problem solving, telephone techniques, etc.)
- I really cannot discuss my opinions about the program yet since I have not finished yet. So far, I have really enjoyed it.
- Since I have been there, it has been very beneficial to me. Mary Ann Jirak is a terrific person!

A P P E N D I X

Job Titles - Places of Employment

Survey Instrument with Cover Letter

Job Titles - Place of Employment

Executive Secretary
Des Plaines
Illinois

Dental Hygienist

Executive Secretary
Maremont Corporation
Carol Stream, Illinois

Sales Secretary
ABC, Inc.
Elk Grove, Illinois

Temporary Secretary
Gould, Inc. and Ohlstan Temporary Service
Rolling Meadows

Administrative Assistant
Rolm Corporation
Schaumburg, Illinois

Secretary
Motorola, Incorporated
Schaumburg, Illinois

Region Secretary
Hewlett Packard
Rolling Meadows, Illinois

Medical Office Assistant
L. H. Press, M.D.
Hoffman Estates, Illinois

Secretary to President
Concrete Reinforcing Steel Institute
Schaumburg, Illinois

Medical Service Contracts Coordinator
Hewlett-Packard Company
Rolling Meadows, Illinois

Human Resources Specialist
Sears Communications Network, Inc.
Arlington Heights, Illinois

Executive Secretary
Household Financial Services
Prospect Heights, Illinois

Secretary
Square D
Palatine, Illinois

Recruitment and Administrative Coordinator
Price Waterhouse
Chicago, Illinois

Technical Specialist
Diagnostic Company
North Chicago, Illinois

Executive Secretary
J.M. Walberg Insurance Agency
Palatine, Illinois

Fitness Instructor
Webster, New York
(Also farmer for 4 years)

Secretary
The Signature Group
Schaumburg, Illinois

Secretary B (part-time)
Borg-Warner Research Center
Des Plaines, Illinois

Secretary
Bruning
Itasca, Illinois

Administrative Coordinator
Life Assurance Co. of Pa.
Chicago, Illinois

Executive Secretary
A T and T
Itasca, Illinois

Section Manager
Continental Ill. National Bank
Chicago, Illinois

Administrative Assistant
Blount Brothers Corporation
Schaumburg, Illinois

Planning Manager
Condecor
Mundelein, Illinois

Secretary I
Village of Schaumburg
Schaumburg, Illinois

-a-

Job Titles - Place of Employment (continued)

Financial Secretary
Hewitt Associates
Lincolnshire, Illinois

Executive Secretary
A.C. Nielsen Company
Northbrook, Illinois

Executive Secretary
Kraft, Inc.
Glenview, Illinois

Temporary Secretary
Several Agencies

Registered Nurse
ICU/Human Hospital
Hoffman Estates, Illinois

Executive Secretary
Household Commercial Financial Services
Prospect Heights, Illinois

Admin. Assistant/Office Manager
Amerigroup, Inc.
Chicago, Illinois

Executive Secretary
Universal Oil Products
Des Plaines, Illinois

Pension Administration Specialist
SunLife of Canada
Arlington Heights, Illinois

Sr. Executive Secretary
Kraft, Inc.
Glenview, Illinois

Secretary/Career Center
Harper College
Palatine, Illinois

Accounting Secretary
Motorola
Schaumburg, Illinois

Secretary to V.P and Director
Dairy Research Foundation
Schaumburg, Illinois

Systems Specialist
Motorola, Inc.
Schaumburg, Illinois

Marketing Area Analyst
Mobil Oil Corporation
Schaumburg, Illinois

Secretary
Hewitt Associates
Lincolnshire, Illinois

Office Manager
Beine Excavating, Inc.
Roselle, Illinois

Programmer/Analyst
Motorola
Schaumburg, Illinois

Executive Secretary
Motorola
Schaumburg, Illinois

Sr. Statistical Specialist
Allstate Insurance Company
Northbrook, Illinois

Office Manager/Secretary
Tropicana Products Sales, Inc.
Mt. Prospect, Illinois

Executive Secretary
Hotel Sofitel
Rosemont, Illinois

Executive Secretary
Household International
Prospect Hgts., Illinois

Recruiting Coordinator
Schiff Hardin and Waite
Chicago, Illinois

Sales/Catering Asst. Manager
Holiday Inn/Northbrook
Northbrook, Illinois

Secretary/Accounting Department
Walden Investment Corporation
Schaumburg, Illinois

Traffic Supervisor/Customer Serv.
Robert Reford, Inc.
Schaumburg, Illinois

Advertising Asst./Secretary
Bank Administration Institute
Rolling Meadows, Illinois

Job Titles - Places of Employment (continued)

Secretary C
Allstate Insurance Company
Northbrook, Illinois

Executive Secretary (to a President)
Dun and Bradstreet Plan Services
Tampa, Florida

Office Manager/Secretary
ERM-North Central, Inc.
Deerfield, Illinois

Account Representative
Austin Communications, Inc.
Arlington Heights, Illinois

Executive Secretary
GTE Business Systems
Tempe, Arizona

Executive Secretary
Household Finance Corporation
Prospect Heights, Illinois

Receptionist/Typist
Sutter/Martin, Inc.
Buffalo Grove, Illinois

Homefinding Supervisor
Merrill Lynch Realty
Park Ridge, Illinois

Waitress
Gramma Sally's
Des Plaines, Illinois

Secretary
Citicorp Diners Club
Chicago, Illinois

Secretary
American/National Can Company
Des Plaines, Illinois

Secretary II
Motorola
Schaumburg, Illinois

Payoff Clerk
Concordia Federal Bank for Savings
Lansing, Illinois

Administrative Asst. to President
Trade Insurance Services, Inc.
Schaumburg, Illinois

Secretary
Olsten Temporary Service
Schaumburg, Illinois

Secretary I
Motorola, Inc.
Schaumburg, Illinois

Executive Secretary
Household Comm. Financial Servs.
Prospect Heights, Illinois

Business Planning Analyst
Motorola, Inc.
Schaumburg, Illinois

Financial Assistant
ISC Aerospace
Westlake Village

Sr. Secretary
Sears Mortgage Corporation
Lincolnshire, Illinois

Secretary/Kelly Services
Working for Motorola
Schaumburg, Illinois

Food/Beverage Secretary
Stouffer Hamilton Hotel
Itasca, Illinois

Executive Secretary
Motorola, Inc.
Schaumburg, Illinois

Marketing Secretary
Safeco Insurance Company
Hoffman Estates, Illinois

Receptionist
Wm. Rainey Harper College
Palatine, Illinois

Executive Secretary
Vantage Company
Arlington Heights, Illinois

Accounts Clerk
Mayflower Transit, Inc.
Corpus Christi, Texas

Secretary
Cushman and Wakefield
Des Plaines, Illinois

-c-

Job Titles - Places of Employment (continued)

Secretary II
Motorola, Inc.
Schaumburg, Illinois

Secretary/General Office
Matt-Son, Inc.
Barrington, Illinois

Administrative Clerk A
Northrop Corporation
Rolling Meadows, Illinois

Senior Order Coordinator
Motorola, Inc.
Schaumburg, Illinois

Administrative Assistant
Prudential Insurance Company
Little Rock, Arkansas

Secretary
Motorola, Inc.
Schaumburg, Illinois

Accounts Payable Clerk
Gould, Inc.
Rolling Meadows, Illinois

Sales Secretary
Molon Motor and Coil Corporation
Lake Zurich, Illinois

Receptionist
Motorola
Schaumburg, Illinois

Secretary
USI Chemicals Company
Rolling Meadows, Illinois

Secretary
Big Ten Conference
Schaumburg, Illinois

Word Processing Specialist II
Boise Cascade Office Products
Itasca, Illinois

Senior Secretary
Northrop Defense Systems Division
Rolling Meadows, Illinois

Senior Executive Secretary
Amdahl Corporation
Rosemont, Illinois

Secretary
Reliance United Pacific Ins. Co.
Itasca, Illinois

Secretary
Nat'l. Assoc. of Independent Ins.
Des Plaines, Illinois

Secretary/Word Processor
Indeek Energy Services
Wheeling, Illinois

Executive Secretary
Ancilla Systems, Inc.
Elk Grove Village, Illinois

Secretary to Asst. V. P.
Household Financial Services
Prospect Hgts., Illinois

Purchasing Agent
Spectrum Mfg., Incorporate
Wheeling, Illinois

Word Processor
Kraft, Inc.
Glenview, Illinois

Customer Training Administrator
Intel Corporation
Schaumburg, Illinois

Secretary
Allstate Insurance Company
Northbrook, Illinois

Secretary A
Allstate Insurance Company
Northbrook, Illinois

Word Processing Operator
Motorola, Inc.
Schaumburg, Illinois

Secretary/Asst. Office Manager
The Rexroth Corporation
Rolling Meadows, Illinois

Secretary II
Motorola
Schaumburg, Illinois

Administrative Assistant
Elite Financial Services
Schaumburg, Illinois

Job Titles - Places of Employment (continued)

Secretary/Data Center
Square D Company
Palatine, Illinois

Secretary/Word Processor
Provident Mutual Life Insurance
Oak Brook, Illinois

Executive Secretary
Beveriage Business Systems
Barrington, Illinois

Word Processor/Data Entry Clerk
Motorola
Schaumburg, Illinois

Secretary/Receptionist
Archiplan International, Ltd.
Rolling Meadows, Illinois

Employee Benefits Secretary
Allied Corporation
Des Plaines, Illinois

Sales Secretary
Wyndham Garden Hotel
Wooddale, Illinois

Accounting Assistant
Hitachi America, Ltd.
Schaumburg, Illinois

Secretary/Receptionist
Motorola C and E, Inc.
Wooddale, Illinois

Executive Secretary
Kellner Cartage, Inc.
Elk Grove Village, Illinois

William Rainey Harper College
Algonquin and Roselle Roads
Palatine, Illinois 60067
312-397-3000

Dear Former Secretarial Student:

CHANGES!! CHANGES!! CHANGES!! We all go through CHANGES in our life and I am sure you have also!

Harper College has changed, the Secretarial Department has changed (trying to keep up with the technological revolution), and I even changed my name (for those of you that knew me as Mickina).

We are anxious to hear how you have CHANGED and we also need to know how we can CHANGE to even make our secretarial programs more successful!

Please help us by filling out the enclosed questionnaire. Any information you supply will be kept strictly confidential.

A self-addressed, stamped enveloped is enclosed for your convenience, and we would appreciate a reply by March 15.

I will be anxious to hear from you and about the CHANGES in your life.

Sincerely,

Mary Ann Jirak

Mary Ann Jirak, Coordinator
Executive Secretarial Program

Enclosure

_____

This number identifies you and when we receive your completed survey enables us to remove your name from the mailing list so you will not be bothered with our second mailing of this survey or follow-up phone calls.

EXECUTIVE SECRETARIAL FOLLOW-UP STUDY

1- What is your current situation? Check (✓) one.

_____ A. Employed full time
_____ B. Employed part time by choice
_____ C. Employed part time not by choice -- prefer full time but cannot find an appropriate position
_____ D. Unemployed by choice
_____ E. Unemployed, not by choice, but searching for employment

2- If employed, please state:

Job Title:_____

Brief Job Description:_____

_____

Company:_____

Town where you are employed:_____

Title of Supervisor:_____

How long employed;_____

3- If employed, what is your annual salary range? Answer only if employed full time.

_____ A. Under $3,328 per year or under $1.60 per hour.
_____ B. $ 3,328 - $ 4,159 per year or $ 1.60 - $ 1.99 per hour.
_____ C. $ 4,160 - $ 4,999 per year or $ 2.00 - $ 2.39 per hour.
_____ D. $ 5,000 - $ 6,999 per year or $ 2.40 - $ 3.36 per hour.
_____ E. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour.
_____ F. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour.
_____ G. $10,000 - $11,999 per year or $ 4.80 - $ 5.76 per hour.
_____ H. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour.
_____ I. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour.
_____ J. $20,000 - $24,999 per year or $ 9.62 - $12.02 per hour.
_____ K. $25,000 - $29,999 per year or $12.03 - $14.42 per hour.
_____ L. $30,000 - $34,999 per year or $14.43 - $16.83 per hour.
_____ M. $35,000 - $39,999 per year or $16.84 - $19.23 per hour.
_____ N. $40,000 - $49,999 per year or $19.24 - $24.03 per hour.
_____ O. $50,000 - $59,999 per year or $24.04 - $28.84 per hour.
_____ P. $60,000 - $69,999 per year or $28.85 - $33.65 per hour.
_____ Q. $70,000 per year and over or $33.66 per hour and over.

4- If currently unemployed by choice, please indicate your current situation. Check (✓) one.

_____ A. Enrolled in college full time
_____ B. Enrolled in college part time
_____ C. Full-time homemaker
_____ D. Other - Please specify_____

_____

_____

5- Please indicate the equipment you use. Check (✓) the appropriate column for each.

	Use Frequently (Every Day)	Use Occasionally (Less than Daily)	Never Use
A. Standard Electric Typewriter	_____	_____	_____
B. Electronic Typewriter Type:_____	_____	_____	_____
C. IBM PC	_____	_____	_____
D. WANG	_____	_____	_____
E. ForeWord (Motorola Four Phase)	_____	_____	_____
F. Transcription Machine Type:_____	_____	_____	_____
G. Calculating Machine Type:_____	_____	_____	_____
H. Copy Machine Type:_____	_____	_____	_____
I. Other Types of Equipment Used: (Please List)			
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

6- Please indicate the software packages you use. Check (✓) the appropriate column for each.

	Use Frequently (Every Day)	Use Occasionally (Less than Daily)	Never Use
A. Wordstar	_____	_____	_____
B. Wordstar 2000	_____	_____	_____
C. WordPerfect	_____	_____	_____
D. Displaywrite III	_____	_____	_____
E. Multimate	_____	_____	_____
F. Lotus 1-2-3	_____	_____	_____
G. Database II or III	_____	_____	_____
H. Symphony	_____	_____	_____
I. Others (Please specify)			
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

7- Describe your work setting:

Office Setting - Check (✓) one.

_____ A. One-person office
_____ B. Two-to five-person office
_____ C. Six-to ten-person office
_____ D. Ten-to twenty person office
_____ E. Larger than twenty-person office

Company Size - Check (✓) one.

_____ A. Under 10 employees
_____ B. 10-20 employees
_____ C. 21-50 employees
_____ D. 51-100 employees
_____ E.101-250 employees
_____ F.251-500 employees
_____ G.More than 500 employees

8- Please describe the relationship between your preparation at Harper College and your job requirements. Check (✓) one.

_____ A. I was well prepared but am underutilized now. I have a lot more skills and knowledge than the job requires.

Describe the skills and knowledge areas not utilized by your present position:_____

_____

_____

_____ B. I was well prepared and my skills and knowledge are well utilized now.

_____ C. I was underprepared and had to obtain more skills and knowledge in my present position.

Describe areas of under preparation:_____

_____

_____

9- Please identify the basic skills that are necessary for "beginning office workers". Please check (✓) and make comments in each area:

	Great Value	Some Value	No Value	COMMENTS
A. Typing	_____	_____	_____	_____
B. Shorthand	_____	_____	_____	_____
C. IBM PC	_____	_____	_____	_____
D. Word Processing Packages	_____	_____	_____	_____
E. Spreadsheet Package	_____	_____	_____	_____
F. Data Base Package	_____	_____	_____	_____
G. Dedicated WD Processor	_____	_____	_____	_____
H. Language Skills:				
Spelling	_____	_____	_____	_____
Punctuation	_____	_____	_____	_____
Grammar	_____	_____	_____	_____
I. Machine Transcription	_____	_____	_____	_____
J. Calculating Machine Operation	_____	_____	_____	_____
K. Correspondence Skills	_____	_____	_____	_____

9- Continued	Great Value	Some Value	No Value	COMMENTS
L. Accounting	____	____	____	____
M. Computer Concepts	____	____	____	____
N. Oral Communication Skills	____	____	____	____
O. Word Processing Concepts	____	____	____	____
P. Records Management	____	____	____	____
Q. On-The-Job Training	____	____	____	____
R. Office Procedures	____	____	____	____
S. Office Etiquette	____	____	____	____
T. Business Structure	____	____	____	____
U. Other Skills: Specify				
_____	____	____	____	____
_____	____	____	____	____
_____	____	____	____	____

10- List any further educational training experiences you have had since leaving Harper College. List additional coursework or types of training._____

_____

_____

_____

_____

11- List any degree or certificate received since leaving Harper College._____

_____

12- List any colleges or institutions attended since leaving Harper College._____

_____

_____

13- List any professional organizations you belong to._____

_____

_____

14- List any professional certifications that you have attained or are pursuing._____

_____

_____

15- Do you think your company would be willing to participate in the Secretarial Internship Program?

_____ A. YES

_____ B. NO

Name of person to contact:_____

Telephone Number_____

Name of Company_____

Address_____

_____Zip Code_____

16- Would you be willing to be a guest speaker in our secretarial classes?

_____ A. YES

_____ B. NO

17- Please indicate your opinions, suggestions and comments on the secretarial training you received at Harper College -- its strong points and areas in need of improvement:_____

_____

_____

_____

_____

_____

_____

_____

18- Name_____ Maiden Name_____

Present Address_____

_____Zip Code_____

Year Graduated_____

THANK YOU.

Operational Research Staff

Janice A. Cook- Secretary
Karla Hill- Mailing, Tabulation
Linda Pones- Telephoning

ERIC Clearinghouse for Junior Colleges APR 29 1988